

Utah State Hospital Newsletter

Issue 39

Summer 2012

LEADERS DISCUSS USH ACCOMPLISHMENTS & FUTURE GOALS

Leaders from around the hospital met recently in our Bi-annual Leadership Conference. It was a very productive day. We have awesome Department Managers who work hard to ensure that the Utah State Hospital is a great place for patients and staff. It is always a rewarding experience to work with professionals who work as a team. We truly have experts in the field of inpatient psychiatric care and support services leading the way to excellence.

We felt it was important to share the accomplishments of each department and let everyone "brag" about how great you all are. What was planned to be about an hour of our conference became a 2-Hour presentation. Each service area was represented. It is an uplifting experience to hear all the many great things that are accomplished each year throughout the hospital. Many employees work so hard in their own individual areas that they don't have much time to pay attention to what others are doing. It was good for us to pause and focus on the achievements that we put so much energy into, rather than focus on the things we need to work on. The bottom line, our patients are in good hands!

We then had activities in which we focused on Process Improvement Projects for the upcoming year for each department as well as solicited feedback from each area on goals for the entire hospital. These are currently in the process of being reviewed and once goals are finalized we will publish them for all to see. It is amazing to see what we can accomplish when everyone puts their creativity together and managers throughout the hospital contributed to our efforts. The four main focus areas for our Goals include: (1) Improving Patient Care; (2) Safety for patients and staff; (3) Improving communication and Public Trust; and (4) Promoting Staff Empowerment and Development.

The hospital is focusing on improving our training programs for direct care staff and the clinical teams throughout the hospital. Rather than ramp up every few years for a mandatory Awareness Training, we have decided to create training opportunities that will be available on an ongoing basis and will be integrated into unit activities. Each Unit will be responsible to work with the SMT and Administration in creating a short training video that will be viewed hospital wide. Assignments have been made and Girls Youth and Forensic II will be making the first two training videos.

We will also organize a Crisis Intervention Team made up of your peers throughout the hospital to assist in providing support to fellow staff members whenever critical incidents occur, employees are injured or traumatized during incidents, or during any Sentinel Events that occur. We are currently recruiting volunteers to be trained for this team. Application forms are available through your supervisor.

The upcoming year looks to be an exciting one. With construction of our new buildings beginning this fall, ongoing Program and Training Enhancements, and great care being provided to our patients day in and day out, there will be a lot more to brag about next year!

~Dallas Earnshaw, Superintendent

"In the long run, we shape our lives, and we shape ourselves. The process never ends until we die. And the choices we make are ultimately our own responsibility." ~Eleanor Roosevelt

THINGS TO REMEMBER ABOUT HIPAA

HIPAA and HITECH were enacted to protect the privacy of everyone's health information. Be sure to use the following guidelines:

- Ⓢ Do keep patient information private and secure. Charts should be located in a secure area. You are responsible for securing all confidential information (paper and electronic) when leaving your work area (always close active programs).
- Ⓢ Do limit access/disclosure to minimum necessary – “need to know” basis only.
- Ⓢ Do report privacy concerns or possible violations to the USH Privacy Officer.
- Ⓢ Do follow hospital procedure for the release of patient information.
- Ⓢ Do use common sense!
- Ⓢ Do use the shred bins.
- Ⓢ Don't gossip, snoop or blab!
- Ⓢ Don't misuse or carelessly care for patient information.
- Ⓢ Don't share patient information with family or friends.
- Ⓢ Don't post patient information on social networking sites.
- Ⓢ Don't share login ID, passwords or pin numbers.
- Ⓢ Don't include identifiable patient information in email or Google docs.
- Ⓢ Don't place patient information in recycle bins or garbage cans.
- Ⓢ Don't remove patient information from facility grounds in any form (paper or electronic).
- Ⓢ Don't post private medical information on unit information boards (white boards).
- Ⓢ Don't photograph or audio/video record patients without proper written authorization.
- Ⓢ Don't access patient information unless you have a need to know to complete your job duties.
- Ⓢ Don't access or share patient information unless it is for legitimate business or patient care purposes.

Wise people can handle their
mouth to talk after the permission
of their mind. ~Unknown

AVOID BREACHES OF PROTECTED HEALTH INFORMATION (PHI)



PHI SHOULD BE HEARD BY ONLY THOSE AUTHORIZED TO HEAR IT!

PHI SHOULD BE SEEN BY ONLY THOSE AUTHORIZED TO SEE IT!



PHI SHOULD BE DISCLOSED ONLY TO THOSE AUTHORIZED TO RECEIVE IT!



**USE AND DISCLOSURE IS LIMITED TO
THE MINIMUM NECESSARY.**



~Tonya Smith, Privacy Officer

A bend in the road is not the end of the road unless you fail to make the turn. ~ Unknown

USH PATIENTS & STAFF PARTY **FIESTA** STYLE

Perhaps Cinco de Mayo is the most celebrated yet most misunderstood of all holidays. Literally interpreted the Fifth day of May, Cinco de Mayo is a Mexican holiday celebrating the battle of Puebla (Mexico) which took place May 5, 1862. The year before, 1861, France sent a massive army to invade Mexico. Mexican's struggled against the larger, better trained, and better equipped French army as they tried to protect the road to Mexico City. Then, the large French army reached Puebla. Here the Mexican's made a valiant stand and against all logic won a huge victory. It was short-lived, however, as the French re-grouped and eventually took Mexico City. The euphoria of this unlikely victory is still celebrated today as Cinco de Mayo.



Photos courtesy of
Tim Morganson



It is a common misconception that Cinco de Mayo is the celebration of Mexico's Independence Day. Mexico's *Independence Day* took place much earlier in 1810 as Mexico was under the tyranny of Spain. Though highly celebrated in Puebla, Mexico, and the United States, Cinco de Mayo is not all that important to most of Mexico. At USH, we use Cinco de Mayo for an excuse to Fiesta and to learn a little bit about a different culture. Patients and staff alike enjoyed authentic Mexican food including: fresh home-made tamales, chicken tinga tostadas, spicy beans with roasted corn, Spanish rice, topped off with piña colada cake, chilled horchata (rice punch) and fresh pineapple juice.



This year's celebration was going to include entertainment by Lena and Raul a gifted husband and wife team. However, because Raul is currently touring Africa with the Young Ambassadors, Brady Bills filled in for Raul and with Lena shared numerous Latin favorites.

A big thanks to everyone in Food Services, Housekeeping, and Recreation for every effort made in making this year's Cinco de Mayo a successful celebration. "Everything was awesome," stated one patient, and that is what it is all about.

Look for more celebrations coming up during the summer including our own Fourth of July!



- Tim Morganson, Food Services Manager

Alumni Lunch

The Second Annual Utah State Hospital Alumni Luncheon will be held on Friday, September 28th from Noon to 2:00 p.m. in the Gymnasium of the Heninger Building. We are hoping to continue the tradition from year to year. Last year's luncheon was a fabulous opportunity for retirees and employees to reminisce. This yearly luncheon will be a great tradition to visit with alumni and employees that have had an influence on who we are as a hospital today.



Please inform anyone you might know that has retired or worked here at USH and would be interested in the Alumni lunch that they are welcome to attend. Thanks!

USH History Trivia



1. In what year was the first Utah community mental health center organized?
a. 1959 b. 1960 c. 1965 d. 1967
2. What was the first Community Mental Health Center organized in Utah?
a. Valley Mental Health c. Timpanogos Mental Health
b. Davis Mental Health d. Weber Mental Health
3. The first two Community Mental Health Centers were housed at the USH until 1970.
a. True b. False
4. A famous architect designed the original Utah Territorial Insane Asylum building in 1885. He also designed what famous Utah building?
a. Brigham Young Academy c. Salt Lake Mormon Temple
b. Utah State Capital d. Wendover's First Casino
5. The name of the architect who designed the original building was:
a. Richard Spencer b. Richard Kletting c. Richard Nixon d. Richard Kotting
6. "Hope" Unit got its name at the same time other units were named "Charity" and "Faith".
a. True b. False
7. What was the name of the original Adult 1 Unit in the Dunn Building?
a. Therapeutic Community c. TheraFlu
b. TheraMod d. TheraBouts
8. One of the original purposes of the M.S. Building was to perform Lobotomies.
a. True b. False
9. Why did Lobotomies not happen at USH after the M.S. Building was completed?
a. Medications were introduced in the Spring before the building was completed. c. Too many states were sued because they performed Lobotomies.
b. The hospital couldn't afford the Lobotomy equipment. d. The Psychiatrist who was going to perform the Lobotomies died.
10. Who was the first USH Superintendent?
a. George Hyde b. Milton Hardy c. Walter Pyke d. Owen Heninger
11. What year did the Works Progress Administration (WPA) build the Castle?
a. 1900 b. 1912 c. 1937 d. 1950
12. Who served the longest time period as Superintendent?
a. Owen Heninger b. Paul Thorpe c. Mark Payne d. Bob Veville
13. What year did USH get names the "Utah State Hospital"?
a. 1885 c. 1955
b. 1910 d. 1966
14. The buildings at USH were built in the following order: 1908 Hardy Building, 1922 Dunn Building, 1932 Hyde Building, 1955 M.S. Building.
a. True b. False
15. In 1932 USH built the infamous "Strong Rooms." Why?
a. A patient hit a psych tech. c. The Hospital Superintendent got into an argument with some of the patients.
b. The community insisted on upgrades to security. d. The staff couldn't keep patients from going into each other's rooms.
16. Which Governor organized the first Department of Health & Welfare?
a. Brigham Young b. Scott Matheson c. Calvin Rampton d. George Banks
17. What significant event took place in 1958?
a. Phenothiazines were introduced c. The first female Superintendent was hired.
b. The ward housing the Strong Room patients finally got to leave the unit. d. Patients finally got to eat on plates.
18. In what year did the USH population peak at 1500 patients?
a. 1933 b. 1955 c. 1944 d. 1966
19. How many official names has the hospital had?
a. 2 b. 3 c. 4 d. 5
20. What USH sporting event resulted in a famous riot?
a. Volleyball b. Softball c. Basketball d. Golf

Answers on page 5

FOOD SERVICE SATISFACTION SURVEY RESULTS

The Treatment and Research Coordination Committee recently completed a Food Service Satisfaction Survey from both patient and staff. The overall results are quite favorable; however, the survey includes some honest criticism as well. Following is a sample of questions with overall responses.

Food Service Staff is friendly?

Overall, 89 % agreed or strongly agreed with this statement.



The food is the right temperature.

69 % agreed or strongly agreed. This seems to be an ongoing issue. Some responses came from patients who receive their meals in Styrofoam container on the units, others from the Forensic areas. Along with the TRCC, Food Services is dedicated in creating more efficient ways to serve patient's and staff high quality food meals. Many understand the importance of sending as many patients as possible to the cafeteria and have worked hard to see this happen. All patients will not be able to come to the cafeteria, and so, tray prep and pickup must be efficient.

On the afternoon of April 24, Food Service Diet Technician, Joy Overby, completed a Meal Round Audit taking her to the North West Unit. She did not know the young mans name (staff), but was very impressed with the way he took care of patients that were on unit during meal time. "He took time to heat the meal in the microwave when requested," said Joy. "He was just a nice guy." Thank you! This is what it takes. What seems like a small gesture on our part can mean everything to hospital patients.

The food tastes good.

"I am a picky eater and you make special dishes for me and I think they are lovely" stated one patient. Overall, 74% agreed or strongly agreed with this statement. Most know that Food Services works on a five week menu rotation adding summer items when in season. To assure quality, all Food Service staff is encouraged to taste each item before it is sent from the kitchen. Additionally, it is the goal to add new menu selections throughout the year.



The dining room is clean.

86% agreed or strongly agreed with this statement. "Thank you for having such a good dining room," states one patient.

Food is affordable. (Employees only)

95% agreed or strongly agreed.



A big thank you goes out to everyone who participated in this survey. Each comment is appreciated and given equal consideration; however, it is not always feasible to implement every suggestion. Whether working to keep hot food hotter, incorporating new menu ideas, or fixing recipes, it is our goal to tweak and improve where improvement is needed.

~Tim Morganson, Food Services Manager

USH History Trivia Answers

1.	d	5.	b	9.	a	13.	c	17.	b
2.	c	6.	a	10.	c	14.	b	18.	c
3.	a	7.	b	11.	c	15.	a	19.	c
4.	b	8.	a	12.	a	16.	c	20.	b

From page 4

Our Volunteers Are The Best

The National Volunteer Week was celebrated April 19th to 25th. President Richard Nixon designated Volunteer week in 1974 to honor those who work tirelessly without compensation to improve the lives of others, but long before 1974 volunteers were contributing time, resources and services that contributed to the welfare and recovery of patients at the Utah State Hospital. Even when mental illness was misunderstood and the asylum was located far from most of the rest of Provo, people in the community were interested in the welfare of the patients. By 1888, members of the local community had begun to donate periodicals and newspapers and organized concerts for patients. Almost every Biennial Report that was submitted by the hospital to the Governor and State Legislature from 1888-1960 acknowledged and thanked community volunteers for their help.

The first official Volunteer Program was organized in 1948 and a part-time volunteer coordinator was appointed. By then the number of people interested in volunteering had grown along with the need from the hospital for community support. In 1953 the number of volunteers had become so great that a full time coordinator was needed and in 1956, Nanieve Callahan was hired. She would greatly expand the program. In 1950, the American Red Cross Grey Ladies were introduced into the hospital's volunteer program. In the first year they provided over 1,100 hours of service and would become an integral part of the volunteer program. In 1956, with the newly expanded volunteer program, the Gray Ladies were able to organize the first clothing center at the Hospital. The Daily Herald reported on the opening of the clothing center and noted that "For the first time "state care" patients are permitted to choose their own clothes". Prior to that time patients who were without funds wore shift dresses made at the Hospital which were not very flattering. Also, in 1956, a new American Red Cross Recreation Center was opened at the Hospital. It was intended to encourage patients to be responsible for their behavior and help them make progress toward discharge.



Gray Ladies working with patients. Photo courtesy of Janina Chilton

The State Hospital newsletter, "*The Indicator*" reported in the January 1955 issue, that "Every one of us patients appreciates the things the Grey Ladies of the American Red Cross do to help us. They see that patients who do not have folks are remembered with gifts at Christmas. They cheer us up when we feel blue, discouraged and as though we did not have a friend in the world. They take us to town to shop. They provide magazines for us to read. Let us feel thankful we have the Grey Ladies and tell them we are grateful."

Although the Gray Ladies Program was discontinued in the late 1960's, their programs are still going strong. The clothing center still provides new and used clothing for patients and this will be the 64th year that the Christmas Project will provide gifts for USH patients. Volunteers continue to be an integral part of the Hospital. They give thousands of hours of their time to provide friendship, companionship, music, clothing and gifts to hospital patients. In 2010-2011, volunteers donated 18,867 hours! If you were to walk around USH campus, you would find volunteers in almost every area and department. They are involved in religious and non-denominational services including home teaching and visiting teaching programs, providing dances, parties and many other enjoyable activities. They have provided guitar lessons, piano lessons, dance and exercise instruction, and have taught Spanish and Russian to patients.

Continued page 7...

Volunteers from the community help to sponsor over 300 patients through the Forgotten Patient Christmas Project and provide over 300 birthday bags for our patients throughout the year. The Canyon View Junior High students have provided an Easter Egg Hunt for the children's unit each year. The Eagle Scouts provide many useful and entertaining projects throughout the year including dancing & singing programs, yard work, and donations of clothing, quilts and many other needed items.



The Retired Senior Volunteers (lovingly known as the quilters) have been donating their time to make quilts. The money earned for these quilts are used for eyeglasses and dental work for patients with limited resources. Some of these fine ladies have been coming to the Hospital to quilt for over 35 years.

"The Quilters" Photo courtesy of Janina Chilton

Volunteers have a long history of providing services and fulfilling other needs here at Utah State Hospital. Let's hope that this tradition continues for many, many years to come.

~Janina Chilton, Historian & Shawna Peterson, Volunteer Coordinator

THE TEN COMMANDMENTS OF HOW TO GET ALONG WITH PEOPLE

1. Keep skid chains on your tongue. Always say less than you think. Cultivate a low, persuasive voice. How you say it often counts more than what you say.
2. Make promises sparingly and keep them faithfully, no matter what the cost.
3. Never let an opportunity pass to say a kind and encouraging word to or about somebody. Praise good work, regardless of who did it.
4. Be interested in others; their pursuits, their work, their homes and their families. Make merry with those who rejoice; with those who weep, or mourn. Let everyone you meet, however humble, feel that you regard him/her as a person of importance.
5. Be cheerful. Don't burden or depress those around you by dwelling on your aches and pains and small disappointments. Remember, everyone is carrying some kind of burden.
6. Keep an open mind. Discuss but don't argue. It is a mark of a superior mind to be able to disagree without being disagreeable.
7. Let your virtues, if you have any, speak for themselves. Refuse to talk about the vices of others. Discourage gossip. It is a waste of valuable time and can be destructive and hurtful.
8. Take into consideration the feelings of others. Wit and humor at the expense of another is never worth the pain that may be inflicted.
9. Pay no attention to ill-natured remarks about you. Remember, the person who carries the message may not be the most accurate reporter in the world. Simply live so that nobody will believe him/her. Disordered nerves and bad digestion are a common cause of back-biting.
10. Don't be anxious about the credit due you. Do your best and be patient. Forget about yourself and let others "remember." Success is much sweeter that way.

Successful Blood Drive

On April 20, 2012, the American Red Cross sent a letter to Paul Cloward. The Red Cross wanted to congratulate the Utah State Hospital for achieving 123% of our collection goal during a blood drive that Paul recently organized. They go on to say that during January and February, a time when collections typically decline, a national effort was made to encourage sponsors to join a campaign to boost blood collections. Coordinators who sponsored a blood drive during those months that achieved 110% of their goal or more were listed on redcrossblood.org and featured in a USA Today advertisement on March 20. The American Red Cross wanted to thank everyone who donated blood to help save lives.

~Amy Smith, Executive Secretary

USH NEWSLETTER

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Photo courtesy Carrie Stevenson

The Utah State Hospital participated in the statewide Utah Shakeout drill on April 17th. Upon notification of the earthquake, Dallas Earnshaw, Incident Commander initiated the command center and notified switchboard to call a Mock Code D. The mock code D was called hospital wide at 1017 and all individuals were accounted for by 1047. It took only 30 minutes to account for over 500 individuals! During the course of the drill the CERT team was activated and instructed to complete a building status report of the MS Building and a safety search of the Treatment Mall. Also, the command center simulated contact from the Slate Canyon Youth Center with a request for general support and first aid supplies. All four emergency supply trailers were mobilized by the maintenance employees. The HAM radio community Liaison, Richard Pyne responded and reported the status of the hospital to the County and State emergency operations centers. Please remember that *all* units and service areas tune black 800mhz radios to channel admin/2A, send one runner to the command center to report current status and needs to incident command. Overall, the response to the drill was excellent! Thanks to all who make USH a safer place!

~Ginger Belone